

APPENDIX VI-B

STEADY STATE PROCEDURES MANUAL

DRAFT TABLE OF CONTENTS

MASTER SERVICES AGREEMENT

REGARDING

DIVISION OF FAMILY RESOURCES MODERNIZATION PROJECT

By and Between

THE STATE OF INDIANA,

ACTING ON BEHALF OF

THE FAMILY AND SOCIAL SERVICES ADMINISTRATION,

And

INTERNATIONAL BUSINESS MACHINES CORPORATION

APPENDIX VI-B

STEADY STATE PROCEDURES MANUAL – DRAFT TABLE OF CONTENTS

1. INTRODUCTION

This Appendix VI-B describes the general content and organization of the Steady State Procedures Manual that will be developed, pursuant to Section 3.6.3 of the Agreement, to support governance of the Agreement and delivery of the Services.

Capitalized terms used in this Appendix VI-B and not otherwise defined herein will have the meanings ascribed to such terms in Appendix I to the Agreement.

2. GENERAL CONTENT AND ORGANIZATION

- (a) The Draft Table of Contents set forth in Section 3 below provides the general organization and content of the Steady State Procedures Manual to be developed by Vendor with reasonable assistance of the State. The Steady State Procedures Manual will provide comprehensive documentation of the procedures that will be followed to implement and manage the Agreement and the overall relationship between Vendor and the State.
- (b) The Steady State Procedures Manual will document how Vendor and the State will perform the responsibilities assigned to each Party in Schedule 1 (Statement of Work), which shall be subject to revision as set forth in the Agreement the Agreement, and should provide additional detail regarding the activities to be performed by the respective Parties. The activities to be performed by each Party during the Transition and in the Vendor Service Environment, when achieved, should be clearly indicated within the document (including specific activities by job title or function). The Steady State Procedures Manual should include text, diagrams, and other information needed to clearly and concisely describe the work flow, processes and procedures required by the Vendor will perform its responsibilities, and how the hand off and interfaces with the State will occur for shared work. The Steady State Procedures Manual is intended to include automated, semi-automated and manual activities.
- (c) The Steady State Procedures Manual is a single manual which contains all processes and procedures used to govern the Modernization Project. The Vendor reserves the right to produce a subset or subset(s) of this manual as the Indiana Steady State Operational Procedures Manual(s) targeted to specific audiences.

3. DRAFT TABLE OF CONTENTS

- Any time the following Steady State Procedures Manual – Draft Table of Contents requires a description of any procedure, process or protocol, such description must include a delineation of the functions, activities and responsibilities of each Party with respect to such procedure, process or protocol.

I. ORGANIZATIONAL OVERVIEW

- 1.1 The State's Governance Organization
- 1.2 Vendor Management and Delivery Organization
- 1.3 Key State Contacts
- 1.4 Key Vendor Contacts
- 1.5 Key Third Party Contacts

II. TRANSITION ACTIVITIES AND PROCEDURES

- 2.1 Overall Management and Reporting Process
- 2.2 Transition Milestones
- 2.3 "As Is" Operations Procedures
- 2.4 Transition Financial Management
- 2.5 Transition Contract Management
- 2.6 Transition Relationship Management
- 2.7 Other Transition Responsibilities and Procedures

III. SERVICE DELIVERY PROCEDURES

The following sections describe the activities Vendor will undertake in order to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by Vendor which shall be consistent with those Vendor activities used to provide services similar to the Services (including all activities and functions necessary for delivery of the Services within the Vendor Service Environment).

- 3.1 General Operations Policies and Procedures
- 3.2 Service Locations
- 3.3 Document Centers
- 3.4 Service Centers
- 3.5 Self-Sufficiency Program Management

IV. PERFORMANCE MANAGEMENT PROCEDURES

- 4.1 Performance Monitoring and Reporting Procedures
- 4.2 Performance Management and Escalation Procedures
- 4.3 Root Cause Analysis Procedures
- 4.4 Project Management Procedures
- 4.5 Physical Access and Security Procedures
- 4.6 Network Access and Security Procedures

- 4.7 Disaster Recovery and Business Continuity Planning Procedures
- 4.8 Quality Assurance and Continuous Improvement Procedures
- 4.9 Other Relevant Procedures
- V. **FINANCIAL MANAGEMENT PROCEDURES**
 - 5.1 Invoicing
 - 5.2 Forecasting
 - 5.3 Service Level Adjustments
 - 5.4 Claims Processing
 - 5.5 Other Relevant Procedures
- VI. **CONTRACT MANAGEMENT PROCEDURES**
 - 6.1 Change Order Process
 - 6.2 Reports and Reporting
 - 6.3 New Service Levels
 - 6.4 Auditing
 - 6.5 Key Vendor Positions and Key Employees
 - 6.6 Subcontractor Management
 - 6.7 Dispute Resolution
 - 6.8 Other Relevant Procedures
- VII. **RELATIONSHIP MANAGEMENT PROCEDURES –**
 - 7.1 Communications
 - 7.2 Client Satisfaction Surveys
 - 7.3 Third Party Service Providers
 - 7.4 Other Third Parties
 - 7.5 Other Relevant Procedures

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